



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
CHAIR

Kathleen Kohorst
Kelly Dolan Lange

Timothy L. Lapointe
Mary Sellers

Mary Mosiman
Robert von Wolffradt

RIC LUMBARD, EXECUTIVE DIRECTOR

GOVERNOR TERRY E. BRANSTAD

LIEUTENANT GOVERNOR KIM REYNOLDS

Iowa Telecommunications & Technology Commission

Grimes State Office Building, 1st Floor

400 E. 14th Street, Des Moines, IA 50319

September 17, 2015

To ensure the most efficient use of State resources, the September 17, 2015 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

I. Roll Call:

- **Commissioners Present:**

Richard Bruner, Chair (on-site)
Kathleen Kohorst, Member (on-site)
Kelly Dolan Lange, Member (on-site)
Timothy Lapointe, Member (video conference)
Mary Sellers, Member (on-site)
Robert von Wolffradt, Ex-Officio (phone conference)

- **Commissioners Absent:**

Mary Mosiman, Ex-Officio Member

- **Iowa Communications Network Staff Present:**

Ric Lumbard, Executive Director
Mark Johnson, Chief Operating Officer
Deb Evans, Chief Financial Officer
Philip Groner, Business Services Manager
Mike Cruise, Financial Manager
Jontell Harris, Government Relations Director
Jessica Jensen, Executive Administrator (Recorder/Minutes)
Scott Pappan, Engineering Manager
Lori Larsen, Communications Director
Helen Troyanovich, Cyber Bureau Manager

- **Guests:**

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Frank Hilton, Iowa Network Services (INS)
Sean Corey, CenturyLink
Tony Day, CenturyLink

II. Call to Order

- Chairperson Bruner called the meeting to order at 10:38 am. It was noted that a quorum of members were present for the meeting.

III. Approval of August 19, 2015 Meeting Minutes

- Chair Bruner requested to approve the August 19, 2015 Meeting Minutes. Commissioner Lange moved to approve the minutes. Commissioner Sellers seconded the motion. The motion passed unanimously.

Commissioner Kohorst – Yes
Commissioner Dolan Lange – Yes
Commissioner Lapointe – Yes
Commissioner Sellers – Yes
Commissioner Bruner – Yes

IV. Old Business:

- Finance Update – Mike Cruise**

The final Fiscal Year (FY) 2015 report:

- \$2.1M net cash from operations and expenditures
- Revenue was within 0.4% and within \$11,000 of budgeted revenues
- Overall margin was 73.5%

FY 2016:

- \$30,530.00 net cash from operations and expenditures
- We have revenues that are coming in, approximately \$500,000 above margin.

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COMMENTS:

Director Lumbard: We are going to try to bring the overall spread of budget to actual in and a bit narrower. It is a bit out of scope from where I would like to see it, but overall it is good.

Chair Bruner: Good revenue report.

V. New Business

• Approval of FY17 Video Rates – Phil Groner – Action

In July, the proposal was given to raise the video rates. No users objected. There is a projected decline in revenue due to the video structure and that is due to the customers who don't use the video services any longer.

COMMENTS:

Chair Bruner: It sounds like there is still going to be some push back, but there is going to be push back no matter what.

Phil Groner: Yes, however the customers understand that the service is not going to be available forever.

Commissioner Kohorst moved the proposed increase in MPEG rates by 25% and to decrease the IP rates by 25%. Commissioner Dolan-Lange seconded the motion.

Commissioner Kohorst – Yes
Commissioner Dolan Lange – Yes
Commissioner Lapointe – Yes
Commissioner Sellers – Yes
Commissioner Bruner – Yes

• FY17 Appropriation Requests – Mark Johnson - Action

The FY 2017 Appropriation Request will be for \$1.95M. \$1.15M will go toward the required investment for E-Rate discounts. The remaining \$800,000 will be for network operations and security expenditures.

COMMENTS:

Chair Bruner: Is Voice Managed Services part of the reason for the reduced cost?

Deb Evans: Yes

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Director Lumbard: There will be more to come out of the Voice Managed Service project.

Chair Bruner: Sounds like we have the right platform to get us there.

Commissioner Lapointe moved to approve the FY17 Appropriation Request and Commissioner Sellers seconded the motion.

Commissioner Kohorst – Yes
Commissioner Dolan Lange – Yes
Commissioner Lapointe – Yes
Commissioner Sellers – Yes
Commissioner Bruner – Yes

- **2015 Appreciative Inquiry (AI) Discovery Results – Ric Lumbard**

This is the agency's second process of Appreciative Inquiry (AI). In an agency of this size, ICN needs to ask ourselves why we are spending time, energy and resources doing specific things. It has a high side and another side that you trim from.

There are three criteria measured in the Appreciative Inquiry: good, great or excellent. If something is not appreciated, it could be cut/discontinued. Last year will be different from this year and next year there may be more appreciation from the employees than this year once staff realizes the things that aren't appreciated may be discontinued.

The AI measures things that are appreciated.

Comments:

Chair Bruner: Interesting process.

- **2015 Customer Survey Overview – Lori Larsen**

The survey showed high 90% satisfaction. The overall satisfaction of the customers were rated to the same measurement of the in-house measurement tool used, which are the good, great or excellent measurements. Consistently, year after year, we are providing a high level of service to our users. The survey is completed anonymously; however, if someone wants to add their name they may do so.

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- **2015 Customer Service Survey Analysis – Phil Groner**

We wanted to examine the survey in light of the Blueprint structural vision as well as in the same aspect of the three mandates that Ric laid out: Strong, Flexible and Fast. 43% of the comments submitted in the survey related to “Fast.” 37% of the comments were related to “Strong” and 20% were related to “Flexible.”

We then looked at the survey comments through the seven goals of the Blueprint vision. The comment that stood out the most was regarding speed and the second was related to how resilient the network is. This helps us measure if we are headed down the right path in the year ahead.

VI. Other Business

- Phil Groner: Creston was the first site that was switched to the Managed Voice Service platform this month and is now fully operational.
- Commissioner Dolan Lange: What is the status of the Statewide Youth Broadband Advisory Council (SYBAC)?
 - Lori Larsen: We have extended the application process to September 25.

VII. Adjournment

Commissioner Lapointe moved that the meeting be adjourned. Commissioner Sellers seconded the motion. The ITTC meeting adjourned at 11:14 a.m.

ATTESTED TO:

Richard Bruner, Chair, Iowa Telecommunications and Technology Commission

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